

State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena, MT 59604

VACANCY ANNOUNCEMENT

February 27, 2008

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TITLE:	Program Assistant/Customer Service Representative
POSITION NO:	11735
LOCATION:	Health Resources Division, Helena
STATUS:	Full-Time/Permanent
UNION:	MPEA
PAY GRADE:	Pay Plan 20, Pay Band 3
STARTING SALARY:	\$21,493 - \$25,859 annually. Depending on qualifications and internal equity.
SUPPLEMENT:	No

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Friday, March 13, 2008**. For further information visit the DPHHS website: www.dphhs.mt.gov/jobs

SPECIAL INFORMATION: Position description is available by calling 1-877-543-7669.

TYPICAL DUTIES: This position assists with the toll free Children's Health Insurance Plan (CHIP) Family Health Line to aid Montana citizens in accessing health care coverage and services available through DPHHS and other organizations. Other duties involve electronic imaging and tracking of department records; being the initial contact for Montana citizens with the CHIP bureau; gathering data that is not readily available and must be interpreted before processing or initiating a referral; and developing assessment tools.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

Knowledge: Knowledge of social and medical service delivery and reimbursement systems; research techniques and data analysis; computer databases and word processing software; confidentiality of information; and agency organization, procedures and related programs.

Skills: Skill in organization; oral and written communication; analytical theory; data entry; interviewing techniques; customer service; problem solving and conflict resolution; empathy and sensitivity to others; and providing timely, understandable and concise information at a high level to others.

Abilities: Ability to prioritize tasks; review work to assure accuracy, completeness and quality; maintain confidentiality; develop cooperation and teamwork; establish and maintain effective working relationships with contractors, providers, public health department, partner agencies, community-based organizations, co-workers, enrollees, and the general public; and manage a multi-line phone system.

EDUCATION/EXPERIENCE REQUIRED: High school diploma **AND** two to four years of relevant public contact experience **OR** completion of a work related vocational program or completion of two years of post secondary curriculum **AND** two years of relevant public contact experience. Customer service experience in a health, social service, or insurance related field is preferred.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, rev.05/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form; and
3. Photocopy of transcripts for any coursework at a college or technical school. (**Only degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements*).
If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to: HUMAN RESOURCES, PO Box 4210, Helena MT 59604.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, vision and life insurance. Other benefits including a deferred compensation program, public employees

retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.